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FAX COVER LETTER

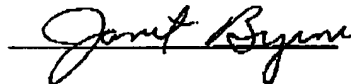
October 13, 2006

TO: Mail Stop Petition
COMPANY: U.S. Patent and Trademark Office
PHONE:
FAX: 571.273.8300

FROM: Rudolph P. Hofmann
DIRECT DIAL: (612) 607-7340
EMAIL: RHofmann@oppenheimer.com
RE: U.S. Patent Application No. 10/811,367
Attorney Docket No.: 60021-379801

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that a Renewed Petition Under 37 CFR 1.137(b) is being facsimile transmitted on the date shown below, to the U.S. Patent and Trademark Office.



Janet Byrne

10-13-06

Date

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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Quiring, Kevin N.

Serial No: 10/811,367

Filed: 3/26/2004

Title: Enhancing Insight-Driven Customer
Interactions with an Optimizing
Engine

Group Art Unit: 3621

Examiner: Unassigned

Docket No: 060021-379801/US

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Certificate of Mailing/Transmittal

I hereby certify that this correspondence is being facsimile transmitted to the USPTO (Fax No. 571.273.8300) or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below.


Janet Byrne10-13-06
Date

RENEWED PETITION UNDER 37 CFR 1.137(B)

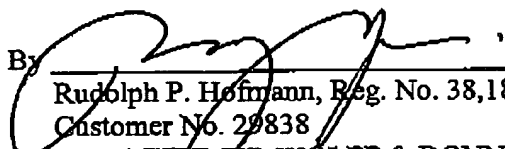
Dear Sir:

This is a renewed petition under 37 CFR 1.137(b) in response to the Office of Petitions' dismissal of our Petition for Revival of an Application for Patent Abandoned Unintentionally under 37 CFR 1.137(b) mailed August 21, 2006, in the above-identified application.

In response to Office of Petition requirement, the related International PCT Application (PCT/IB05/001027) was filed on March 29, 2005.

Applicants respectfully requests that the Petition for Revival be reconsidered.

Respectfully submitted,

By 
Rudolph P. Hofmann, Reg. No. 38,187
Customer No. 29838
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